

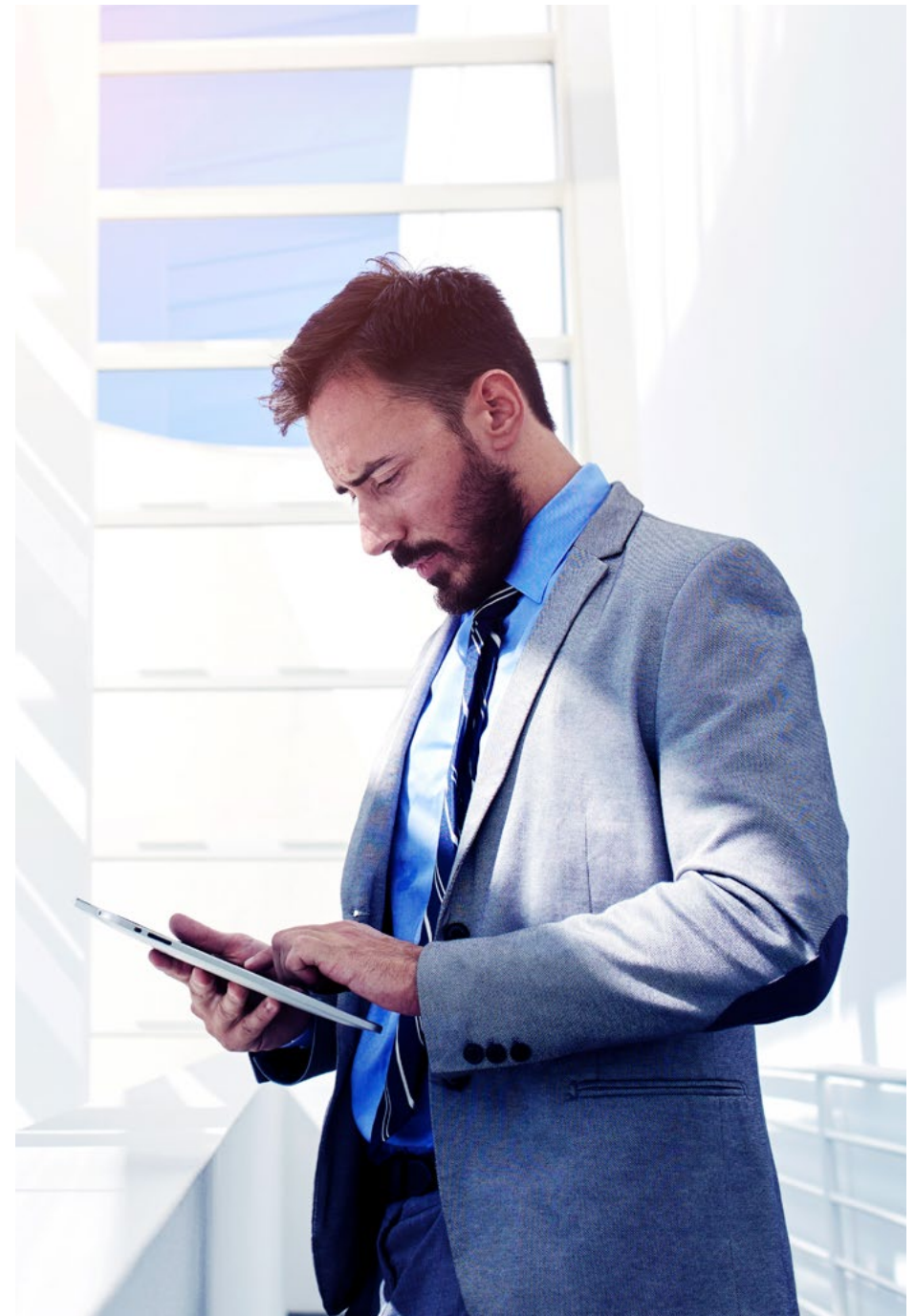


# Cloud Voice with Cisco Webex Feature

User guide

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# Overview

Webex provides best-in-class unified communication capabilities, fully integrated with your Cloud Voice service. The application can be run across different devices, to meet your needs, inside and outside the office.

The desktop version of the app will work across computers running Windows and MAC iOS. The mobile versions can be run on Apple and Android mobiles and tablets. The features available within

the app will depend on your Cloud Voice licence and are available to the following Cloud Voice licences:

- Cloud Voice Connect
- Cloud Voice Collaborate
- An user add on – Cloud Voice with Premium Meetings

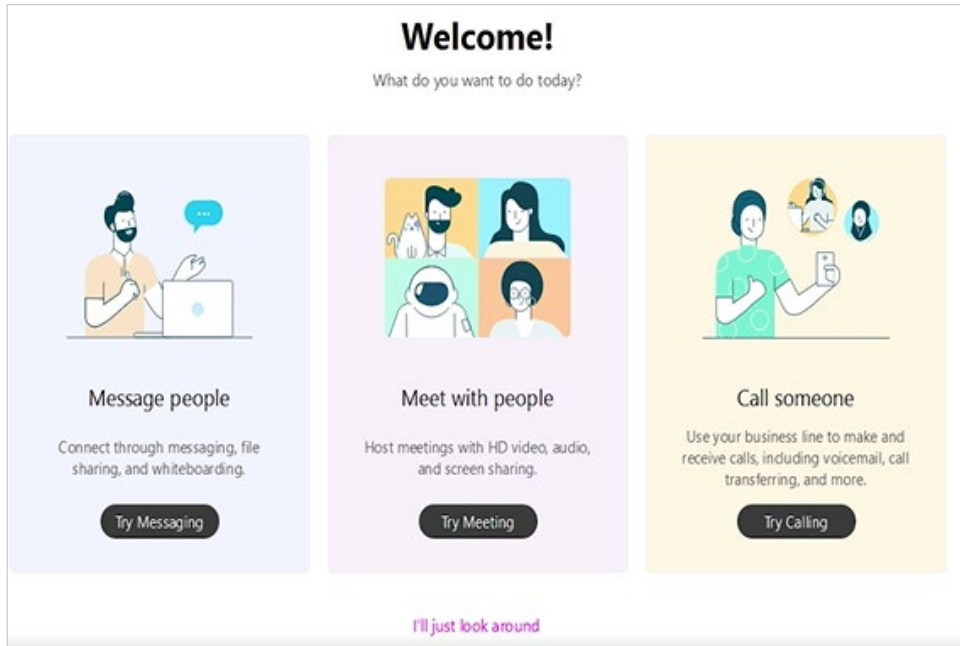
Premium is a new chargeable add-on and can only be added to collaborate licences.

## Here's a summary of the app features available for the different licences:

Features	Connect	Collaborate	Premium
Calling (voice & video)	✓	✓	✓
Integration with Cloud Voice Calling Features includes Voicemail, Call Recording; Hunt Groups; etc	✓	✓	✓
Headsets	✓	✓	✓
Contacts	✓	✓	✓
Add from company contacts (Enterprise Directory)	✓	✓	✓
Add local device contacts (mobile)	✓	✓	✓
Presence	✓	✓	✓
Messaging – direct chat & spaces (group) chat	✓	✓	✓
Sharing – file; screen capture; whiteboards	✓	✓	✓
Storage	2GB	5GB	10GB
Storage duration	3 yrs	3 yrs	5 yrs
Emoji's; Gif's; Reactions; Rich Text	✓	✓	✓
Messaging – moderator controls			✓

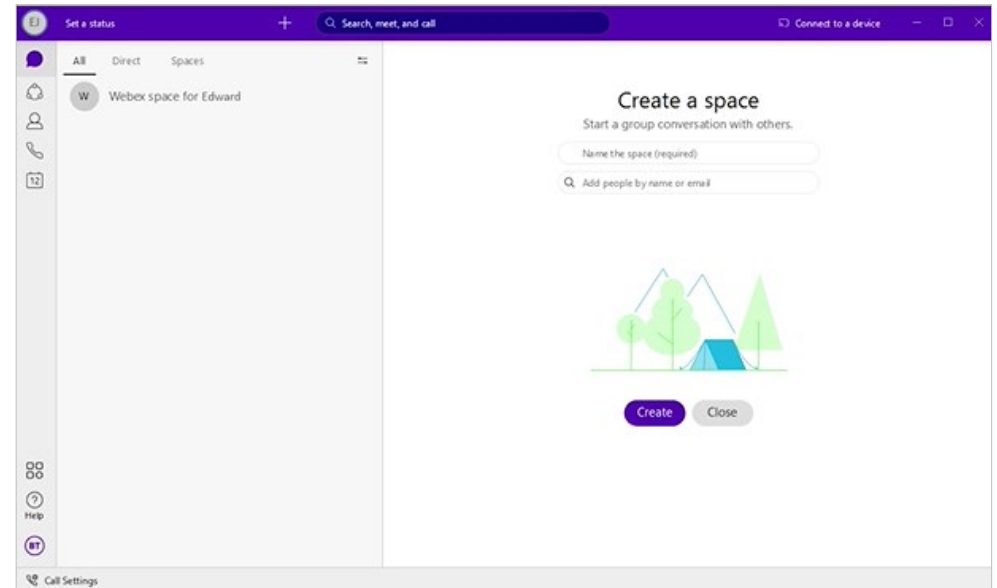
Features	Connect	Collaborate	Premium
<b>Meetings</b>			
Meeting Duration (max)	24 Hours	24 Hours	Unlimited
Space meetings (max participants)	(25) ✓	(25) ✓	(25) ✓
Personal Meeting Room (PMR)		(25) ✓	(1000) ✓
HD Video	✓	✓	✓
Screen sharing – desktop & mobile	✓	✓	✓
Virtual background	✓	✓	✓
Mute and Dismiss participant/all	✓	✓	✓
Multi-party chat	✓	✓	✓
Web guest experience	✓	✓	✓
Schedule meetings	✓	✓	✓
Dial in number for meetings		✓	✓
Persistent meeting link		✓	✓
Password Protection		✓	✓
Record meetings			✓
Recording transcriptions			✓
Presenter controls			✓
Delegate your meeting (alternate host; In-meeting host control)			✓
Media Quality Indicator			✓
<b>Integrations</b>			
Outlook (desktop only)	✓	✓	✓
MS Teams	✓	✓	✓

# First-time welcome screen



Once you have logged in for the first time on Cisco Webex, the first-time welcome screen above will be displayed. For extra guidance please select the tutorial options.

# Main Webex Interface



Here is the main home screen that will appear as you enter the app, ready for you to get started.

Icon	Definition	Icon	Definition
	Status and Preferences		Meetings
	Messaging		Update Ready
	Teams		Apps
	Contacts		Help
	Calling		Call settings

# Main Webex features

## Status and Preferences

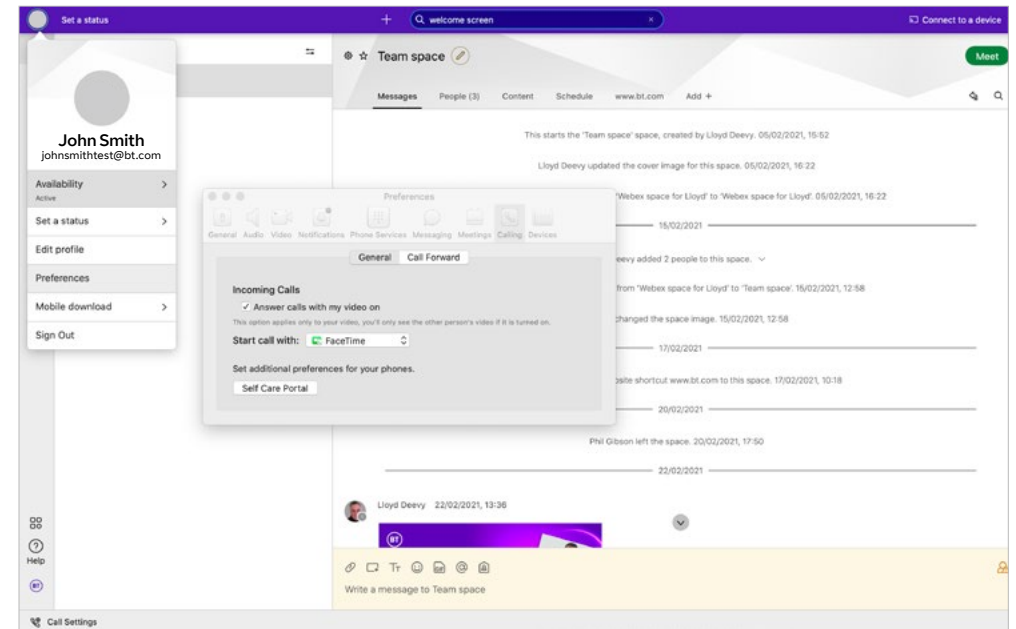
By clicking on your icon in the top left-hand corner, you'll see a menu with different options to manage the app. Most are self-explanatory; please see the main points.

Select **'Edit profile'** and you'll see your telephone number, and be able to edit your details. You can even add a photo.

Select **'Settings'**, and the setting menu appears. From here you can see and amend the settings for all of the features on the app.

Selecting **'What's new'** shows the latest updates to the app.


Selecting **'Sign Out'** will mean the next time you log in you'll need your email address, username and password. So it might be best to select **'Exit'** if you wish to switch off the app, as then this information is remembered.



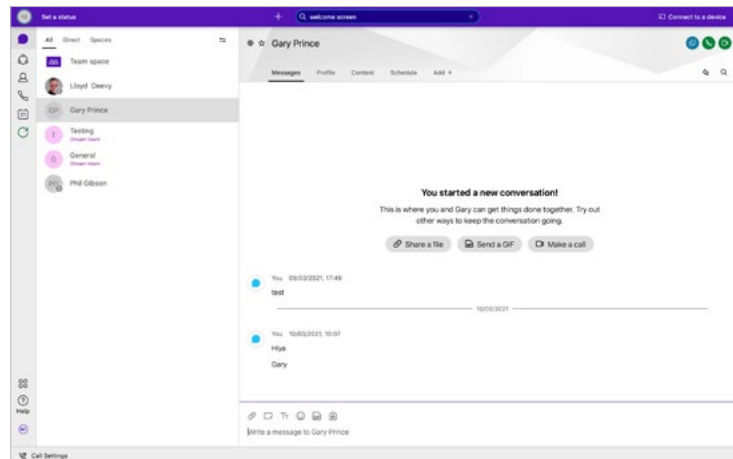
# Messaging

You can search for your contacts to message on the main search bar at the top of the Webex application. For internal contacts you can use name, phone number or email address to search. For external Webex users, you'll need to search for their email address.

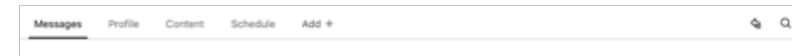


You can also select the message icon , select a person, from 'People' or space from 'Spaces'. Click on the message area and type your message and press send.

The icons below indicate the messaging features available in the message window. From sending attachments, screen capturing, format text, adding emojis/symbols, GIFs and inviting to personal rooms.



In your messaging chat below, you can also view the profile of your contact, under the content section send files, create whiteboards, share links/add website shortcuts and finally schedule a meeting.



Click [here](#) for further information on messaging with Webex.

## Will I have access to my contacts in the Enterprise Directory on the Business Portal?

Yes – contacts within your company Enterprise Business Directory will be available within the App. At the moment your site, local or personal contacts are not currently available but will be coming in a future update.

Just search for your contact via name, telephone number or email address in the Search in the tollbar at the top of the screen.


You can then select the contact you want, you can then add them to the contacts in your Webex app.

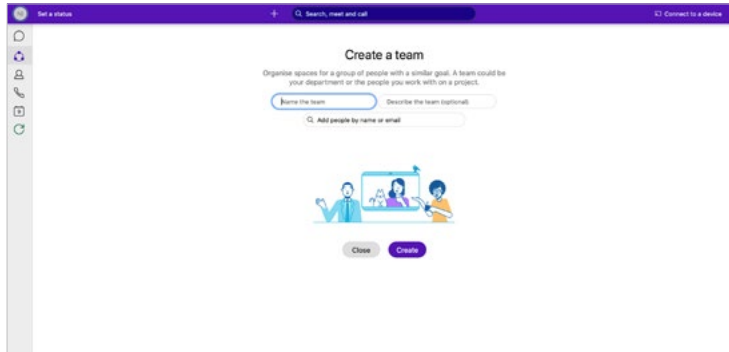
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**Please note:** that when you add contacts onto your Enterprise Directory in the business portal these need to sync with the Webex app before they can be searched for in the app. Currently the sync process takes up to 24 hours.

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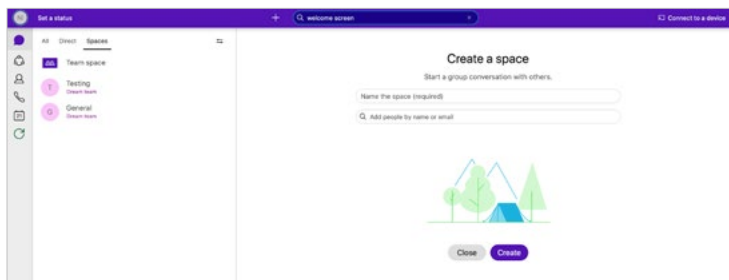
# Teams

You can create a team to organise spaces for a group of people to join. By selecting the  Teams icon you can create a team by giving the team a name, describe the team, add contacts to join the team. Once you have entered the details, press create.




## What is a Space and how do I create one?

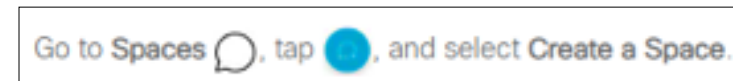
In Webex, when you send a message to a group for the first time, you create a space for the group to talk. Spaces work best for a group of people collaborating on a specific topic or project. You can send messages, make calls, have audio & video meetings with up to 25 people, share files, and use whiteboards. The next time you message the group, your conversation picks right up where you've left it.



### For Desktop:

1. In the app header, click , and choose 'Create a Space.'
2. Enter a name for your space. As you enter the name for your space, you may see a list of similar spaces that you're already in. If one of those suits your needs, click the space name to go to that space.
3. Enter the email address or name for each person you want in the space. As you enter email addresses, this also filters the list of similar spaces with the space name.
4. Click 'Create'.

### For Apple (iOS) for step 1



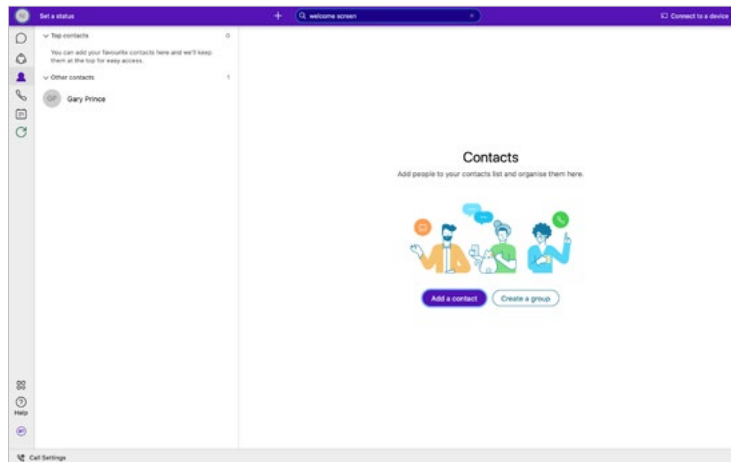
### For Android for step 1




For further details for all devices – including a set up demonstration please go to [here](#).



# Contacts



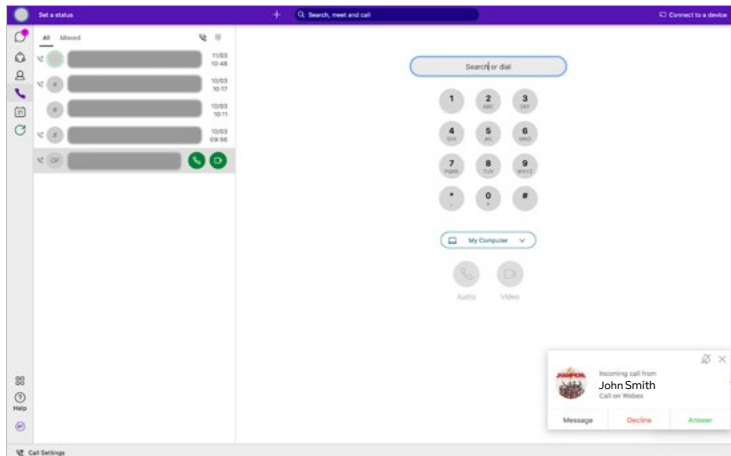
1. To add a contact select the  contacts icon, where you can select the Add a contact button.
2. You can then select whether you would like to add contact as Other as per the screenshot above or create a Top contact.
3. Please add contacts name or email followed by pressing the Add button.
4. The contacts added then appear in your contacts tab as above, where you can message, call them or Video chat.

You can give Webex access to your existing contacts list on the mobile device as part of the set-up. You can then search for these within the app, and add them to you contacts.


If you're searching for a Webex contact outside of your organisation, you must search for their email address.



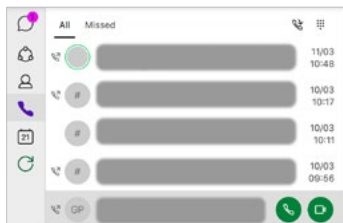
# Calling




## How to make a call?

1. A quick way to make a call is to select the calling icon .
2. Select the search field where you can either search for your contact in the search field or dial the number directly into the dialler.
3. After you have identified the contact or entered the number, select the 'Audio call' or 'Video call' icon.

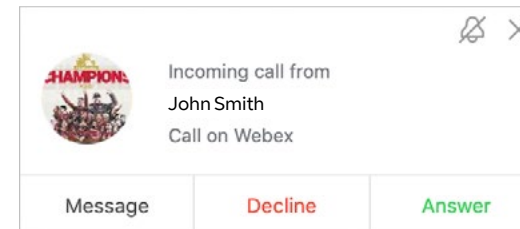
**Please Note:** direct video calls can only be made to other Webex users.



You can also make a call by selecting your Contacts  icon where you can hover over your contacts to make an Audio or Video call.

When you're on a phone call you also have the ability to:

- Put a call on hold.
- Transfer a call to someone else.



## Answer a call?

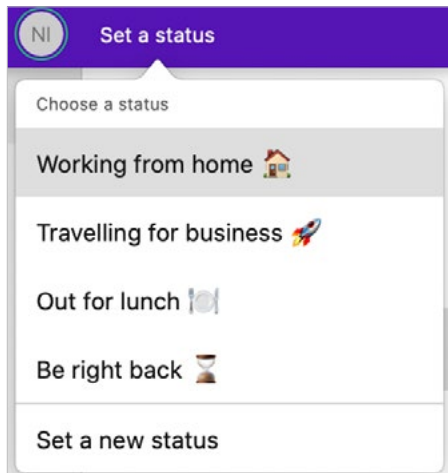
When you receive a call, you'll see a notification allowing you to:

- Answer: to take the call.
- Decline: if you can't answer now.
- Message: if you want to answer with a chat message instead (Only applicable to calls from another Webex user).

**Please Note:** All calls are made over your Cloud Voice service to enable the use of all call features, such as call recording, voicemail, hunt groups and more.

On mobile devices without voicemail, when declining a call (without answering) it can take a few declines to stop the call ringing.

# How do I set my status/presence?



## For desktop:

1. In the app header, select 'Set a status'.
2. Select a status from the list or select 'Set a new status' to create a new one.

## For Apple (iOS) and Android:

1. Tap on your profile picture and select 'Set a status',
2. Select a status from the list or select 'Set a new status' to create a new one.

---

**Please note:** For presence it can take a few minutes to refresh following calls.

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# Meetings

There are two types of meetings available within Webex:

1. A space meeting. This is a meeting that's set up within a specific space.
2. A personal meeting room (PMR). This is where the user has access to their own personal meeting room. So they can have instant or scheduled meetings within the PMR.

## Key differences:

Space meetings are available for any Connect, Collaborate and Premium Cloud Voice users. It's a meeting for up to 25 participants. PMR is available for collaborate licence and premium add-on users only.

You can have up to 25 participants for collaborate, or up to 1,000 users with the premium add-on. This includes an audio dial-in and guest browser link capability. The PMR details can be sent to other participants for them to access the meeting, for example in an Outlook calendar invite.

## For a space meeting:

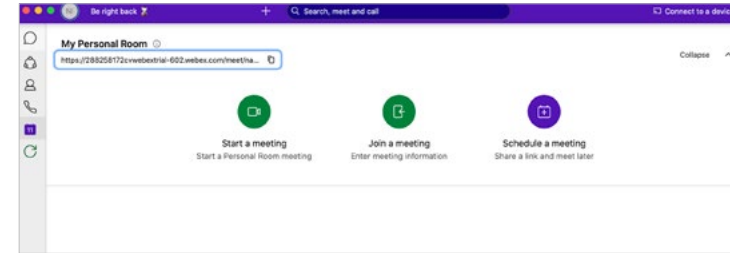
From within the space, select 'Meet'.




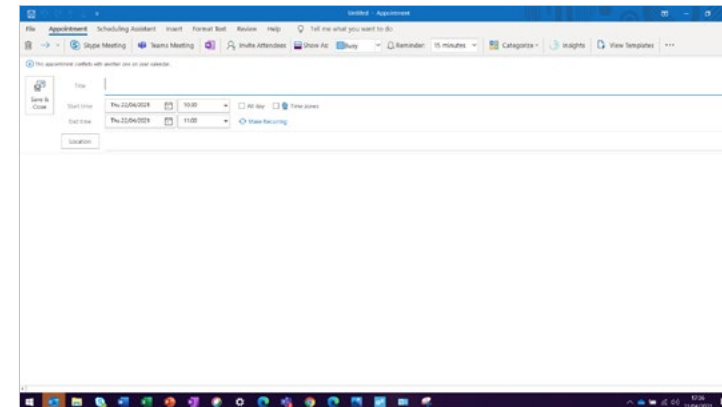
The meeting will start immediately and everyone within that space will see a 'Join' button in their meeting list and spaces list.

On desktop and Mac you can schedule a space meeting using Microsoft Outlook. You can find details on how to do this [here](#).

## For PMR meetings on desktop:



You can start a PMR by selecting  the meetings icon, as displayed. The 'Start a personal room meeting' option will appear as above, along with your personal room URL, which you can copy and share through email and instant message. By selecting 'Schedule a meeting', if you have integrated with your Outlook calendar the app will open a calendar invite, like below.



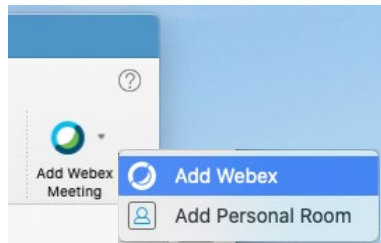
# Meeting scheduling options:

Information on how to select your default meeting scheduler in the app can be found [here](#).

Productivity tools for Outlook enables you to start and join Webex meetings directly in Outlook.

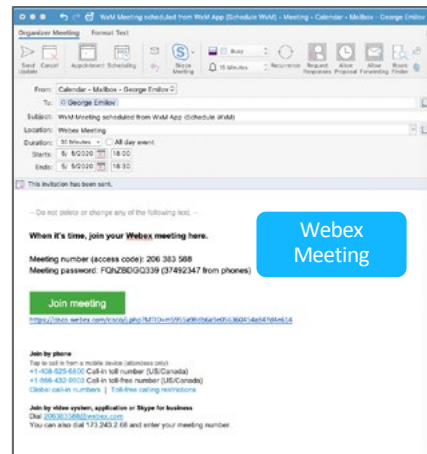
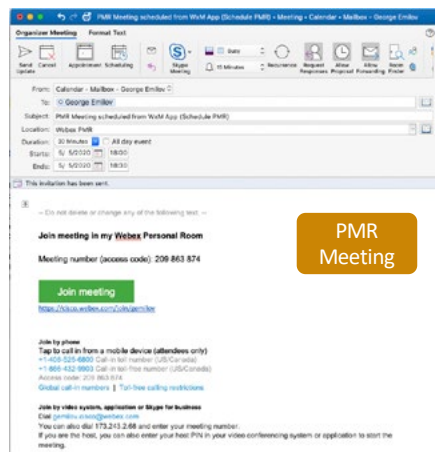
- Downloadable plug-in for Outlook (Mac and Windows).
- Log in with your Webex email address, but it doesn't need to match your Outlook email address.

## Scheduling Meetings from Outlook

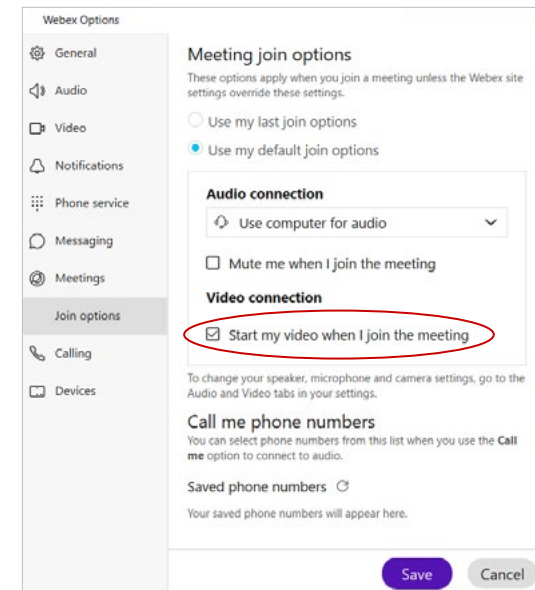


Use the productivity tools plug-in for Outlook to schedule Webex or personal room meetings.

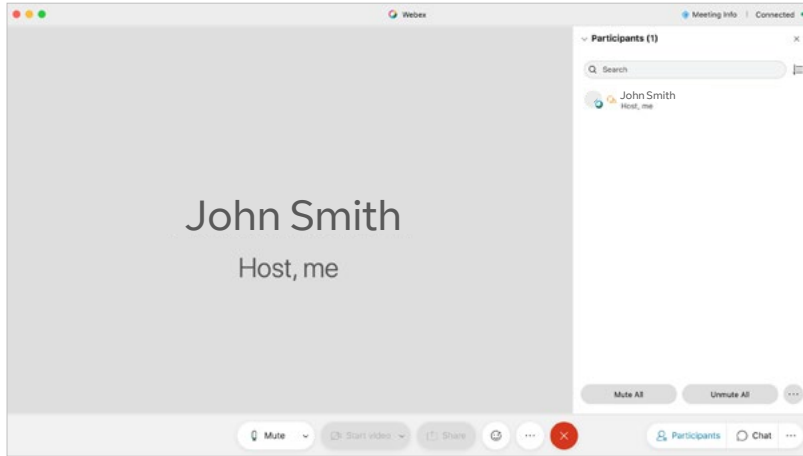
Join meetings by selecting 'Join meeting' in the calendar invite.




**Please note:** For Meetings the default setting is to join the meeting with Video on. If you want to change you will need to go to your User Icon, click Settings, followed by Join options page and untick Start my video when I join the meeting.



## In a meeting:



Once you've started your PMR, the above screen will appear. Under the more options button  you can also invite people to your personal room after a meeting has started: copy the meeting link; lock the meeting, enable breakout sessions and more. There's also a chat function at the bottom right of the window if you would like to message other meeting participants.

### For PMRs on Mobile:

When you first select the meeting icon, you'll be asked to install the Webex Meeting application. This will enable the meeting to run within the Webex app. You'll need your email address, username and password to set this up.

Once set up, it will ask to access your calendar. The Webex app itself does not provide a calendar capability, it simply links to your existing calendar. So if you don't link a calendar you can't see or schedule meetings on the mobile app.

To start a meeting or get your PMR details to schedule a meeting, simply select the meeting icon. From here you'll be able to start meetings and join other people's meetings.

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**Please note:** For PMR on a mobile, it will drive the download of a second app – 'Webex meetings'. You need this app to be able to join meetings and schedule meetings on a mobile/tablet.

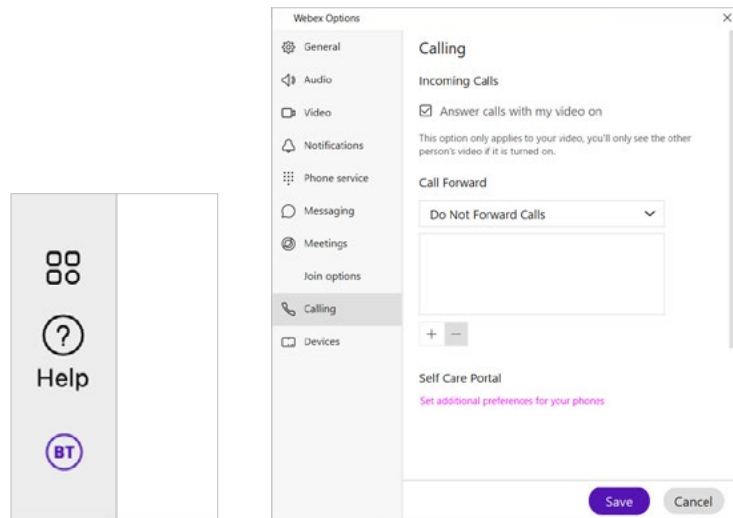
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You can find lots of great information on meetings [here](#).

# Call settings



Call settings is located at the bottom left-hand side of the Webex application, where you can manage and change your settings. Here you can set your preference for how you receive calls. The default is set to answering calls with video on. You can also change your call forwarding and voicemail settings. There's a further link to the self-care portal, where you can set all calling settings.

**Please note:** that to fully set Do Not Disturb (DND) this needs to be set on the self-care portal. If you have Webex loaded on more than one device (e.g. desktop & mobile) both devices can be picked up on either device, and equally be made on both devices.



# Using Webex Call with Microsoft Teams

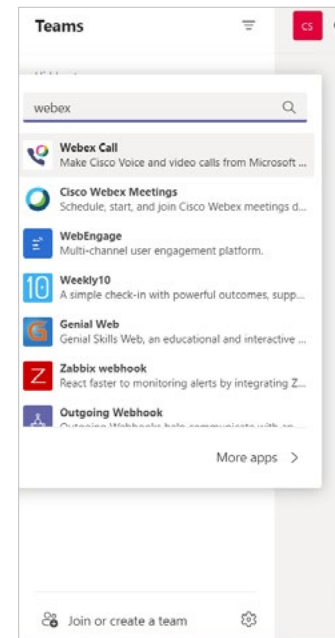
If you're a Microsoft Teams user, the great news is that you can add Webex to Microsoft Teams and then you'll be able to make and receive audio and video calls using your Cloud Voice with Webex service.

In order to do this, your Microsoft Teams administrator will need to have allowed Cisco call within Teams. You can check this by selecting the apps icon or the search dots  or the Apps icon  and search for Webex Call. If it doesn't appear, the administrator needs to add it.

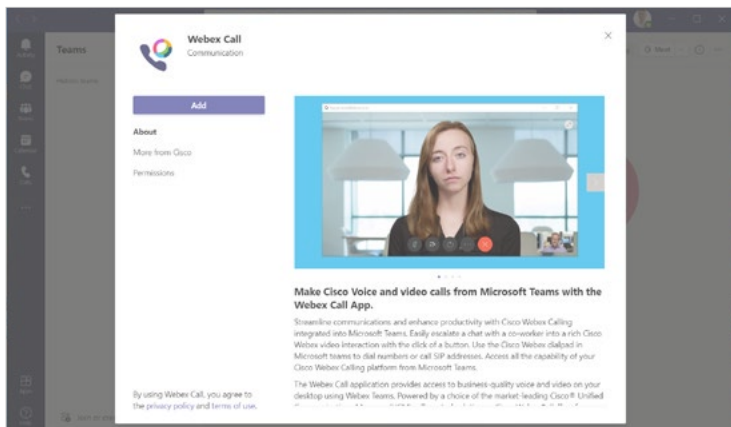
You can find further help, including a great video, [here](#).

If Webex Call is available then you can add this to Teams.

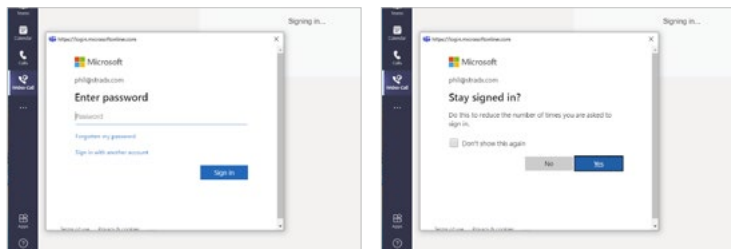
But you must be a Webex user to use the Webex Call app.



The following Webex Call pop-up will appear. Please read through the details outlined in the text. When you're ready, select 'Add'.

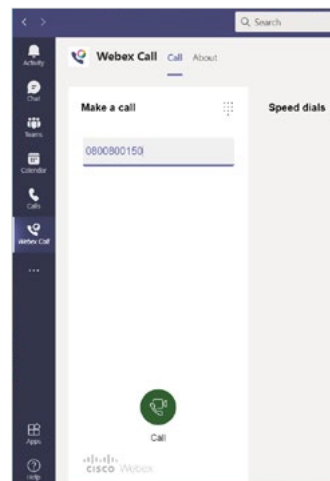


A permission pop-up will appear, and you'll need to select 'Give permission'.



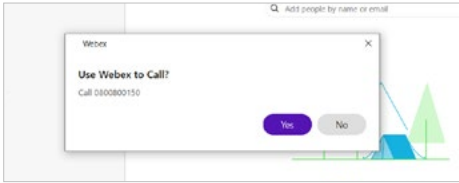
You're then required to enter your Teams/Office 365 password to connect Teams with Webex Call. Once you've done this, select 'Sign in', followed by 'Yes' in the stay signed in pop-up box.

You should now be connected and the Webex Call app will be installed on your Teams. Webex Call will also appear on the application bar once this is pinned.

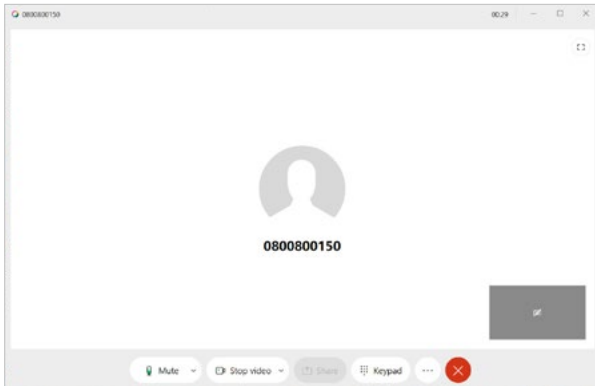


You should then be able to make calls using the dial pad above or a speed dial of your contacts. Once you've entered a number, select the audio/video button.





The following pop-up will appear to use the Webex application to call, please select 'Yes'.



The Webex window will then appear to start your call.

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**Please note:** that any incoming calls will be received on the Webex Call app that has been installed, not directly into Microsoft Teams.

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## Important information - Logging in and out

When using the Webex desktop app, selecting 'Exit Webex' will mean your log in details are remembered for when you restart the app.

If you use the 'Sign out' function, it will completely sign you out and you will have to log in with your email address, username and password.

On your mobile device, if you close the app window (swiping right/up), when you click on the app icon again you won't need to log back in. However, as above, if you select 'Sign out' in the app, you'll need all your log-in details when you next open the app.

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**Please make sure you keep a record of your application username and password.**

You can reset your application password on your business portal.

Business portal passwords for user, can be reset by your company administrator on the portal.

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# Further help

For further help on Cloud Voice and Webex, please visit the help page:  
[BT Cloud Voice - Your guide | Help and Support | BT Business](#)

Additional help using the Webex application you can also visit [Cisco Webex Help Centre](#). Be aware this is a generic help site for Webex and is not specific to BT or managed by BT. So there may be some information that's not applicable.

Contact HM Network Ltd via  
03333 444 190  
[info@hm-network.com](mailto:info@hm-network.com)  
<https://hm-network.link/cloud-voice-webex>



## Offices worldwide

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